

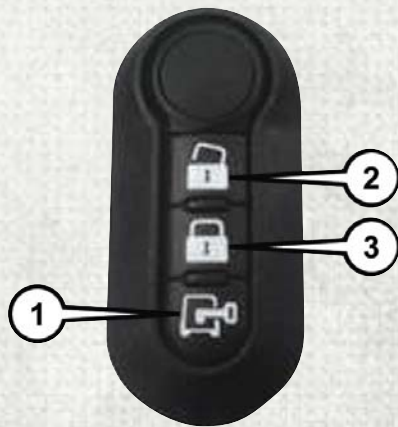
**2018**  
**RAM**  
**PROMASTER**  
**QUICK**  
**REFERENCE**  
**GUIDE**



**RAM**  
COMMERCIAL

## KEY FOB

### KEY FOB FEATURES



Key Fob

- 1 — Cargo Doors
- 2 — Unlock
- 3 — Lock

### Locking And Unlocking The Doors

- Push the lock button once to lock all the doors.
- Push the unlock button once to unlock both the driver and passenger doors.
- To lock or unlock the cargo area doors, push the cargo area door lock switch located on the driver door trim panel.

For further information, and applicable warnings and cautions, please refer to the Owner's Manual at [www.mopar.com/en-us/care/owners-manual.html](http://www.mopar.com/en-us/care/owners-manual.html) (U.S. Residents) or [www.owners.mopar.ca](http://www.owners.mopar.ca) (Canadian Residents).

## PARKSENSE

### PARKSENSE REAR PARK ASSIST

If an object is detected behind the rear bumper while the vehicle is in REVERSE, a chime will sound. The chime rate will change depending on the distance of the object from the rear bumper, getting faster as the object approaches. The chime will sound continuously when the distance between the vehicle and the detected object is less than 12 inches (30 cm).

### PARKVIEW REAR BACK-UP CAMERA

You can see an on-screen image of the rear of your vehicle whenever the gear selector is put into REVERSE. The ParkView Rear Back-Up Camera image appears on the display screen located on the center stack of the instrument panel.

#### NOTE:

If the display screen appears foggy, clean the camera lens located on the top rear of the vehicle below the center light.

For further information, and applicable warnings and cautions, please refer to the Owner's Manual at [www.mopar.com/en-us/care/owners-manual.html](http://www.mopar.com/en-us/care/owners-manual.html) (U.S. Residents) or [www.owners.mopar.ca](http://www.owners.mopar.ca) (Canadian Residents).



# SEATS

## SEAT FEATURES

### Forward And Rearward Adjustment

The adjusting bar is at the front of the seat, near the floor. Pull the bar upward to move the seat forward or rearward. Release the bar once the seat is in the desired position. Then, using body pressure, move forward and rearward on the seat to be sure that the seat adjusters have latched.



**Driver's Seat**

- 1 — Forward/Rearward Adjustment Bar
- 2 — Front Height Adjusting Lever
- 3 — Rear Height Adjusting Lever
- 4 — Recliner Adjusting Knob
- 5 — Lumbar Adjustment Knob

### Lumbar Support — If Equipped

This feature allows you to increase or decrease the amount of lumbar support. The lumbar control knob is located on the rear upper outboard side of the driver's seatback. Rotate the control forward to increase and rearward to decrease the desired amount of lumbar support.

### Height Adjustment (Without Swivel Seat) — If Equipped

The height adjusting levers are located on the center outboard side of the seat. Lift the front lever with little or no weight applied to the seat, to raise the front of the seat. Lift the front lever with weight applied to the seat to lower it. Follow these instructions for the rear lever to adjust the rear of the seat.

### **Height Adjustment (With Swivel Seat) — If Equipped**

The height adjusting knobs are located on the center outboard side of the seat. Rotate the front knob to adjust the front of the seat up or down. Rotate the rear knob to adjust the rear of the seat up or down.

### **Recliner Adjustment**

The recliner knob is on the rear outboard side of the seat. To recline the seatback, lean back, rotate the knob rearward to position the seatback as desired. To return the seatback to its normal upright position, lean forward, rotate the knob forward until the seatback is in the upright position.

### **Heated Seats — If Equipped**



**Heated Seat Switch**

On some models, the front driver and passenger seats may be equipped with heaters in both the seat cushions and seatbacks. The controls for the front heated seats are located on the lower outboard side of the seat.

### **To Turn Heated Seats On/Off**

1. Push the switch once to turn on the heated seats.
2. Push the switch a second time to shut the heating elements off.

## MIRRORS

### ADJUSTABLE ARMRESTS — IF EQUIPPED



**Adjuster Wheel**

The seat adjustable armrest can be raised and adjusted for height. Underneath the front of the armrest is the adjuster wheel which will adjust the height of the armrest up or down.

Turn the adjuster wheel to the right or left to adjust the height of the armrest up or down.

### POWER FOLDING MIRRORS — IF EQUIPPED

The switch for the power folding mirrors is located on the driver's door panel below the power mirror controls. The power fold mirrors are designed to be folded and unfolded using the power folding switch.

#### **Operation**

- Push the switch to the right and the mirrors will fold in.
- Push the switch to the left and the mirrors will return to the normal driving position.

#### **To Reset The Power Folding Mirror**

1. Push the switch to the right and the mirrors will fold in to the closed position.
2. Push the switch to the left and the mirrors will return to the open position.

#### **NOTE:**

The intended use of the power fold mirrors is by pushing the buttons to fold and unfold the mirrors. Only manually fold the mirrors when necessary.

#### **Forward Folding**

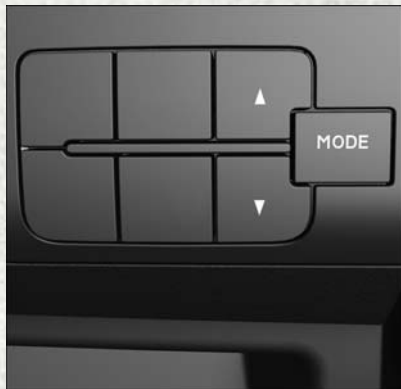
Mirrors can be folded forward manually or by accidental impact. In this case, it is possible to restore to position both ways, manually and electrically.



# INSTRUMENT CLUSTER DISPLAY

## INSTRUMENT CLUSTER DISPLAY CONTROLS

The instrument cluster display features a driver interactive display that is located in the instrument cluster. Pushing the controls on the left side of the steering column allows the driver to select vehicle information and Personal Settings.



Instrument Cluster Display Controls

- Push the **up** arrow button to scroll upward through the main menus (Menu, Outside Temperature Display, Trip Functions, Date, Time) and sub menus.
- Push the **down** arrow button to scroll downward through the main menus and sub menus.
- Push the **MODE** button for access to main menus, sub menus or to select a personal setting in the setup menu. Push and hold the **MODE** button for two seconds to reset features.
- Push and hold the **MODE** button for two seconds to reset displayed/selected features that can be reset.

For further information, and applicable warnings and cautions, please refer to the Owner's Manual at [www.mopar.com/en-us/care/owners-manual.html](http://www.mopar.com/en-us/care/owners-manual.html) (U.S. Residents) or [www.owners.mopar.ca](http://www.owners.mopar.ca) (Canadian Residents).

## SPEED BEEP

This function makes it possible to set the vehicle speed limit (MPH or km/h). When this limit is exceeded the driver is immediately alerted.

To set the desired speed limit, proceed as follows:

- Briefly press the **MODE** button: the display will show the wording (Speed Beep)
- Push button or to select speed limit activation (On) or deactivation (Off)
- If the function has been activated (On), push the **up** or **down** arrow buttons to select the desired speed limit and then push **MODE** to confirm.

## STARTING AND OPERATING

### NOTE:

Setting is possible between 20 and 120 MPH (30 and 195 km/h), according to the previously set unit. The setting will increase/decrease by 5 units each time the **up or down arrow button is pushed. Hold down either up or down arrow button to automatically increase/decrease the setting rapidly. Complete the adjustment with single pushes of the button when you approach the desired value.**

- Push the MODE button briefly to return to the menu screen or hold the button down to return to the standard screen without storing.

To cancel the setting, proceed as follows:

- Briefly push the MODE button, (On) will flash on the display
- Push the **down** arrow button, (Off) will flash on the display
- Push the MODE button briefly to return to the menu screen or hold the button down to return to the standard screen without storing.

For further information, and applicable warnings and cautions, please refer to the Owner's Manual at [www.mopar.com/en-us/care/owners-manual.html](http://www.mopar.com/en-us/care/owners-manual.html) (U.S. Residents) or [www.owners.mopar.ca](http://www.owners.mopar.ca) (Canadian Residents).

### ELECTRIC PARK BRAKE (EPB) — DIESEL ONLY

Your vehicle is equipped with an Electric Park Brake System (EPB) that offers simple operation, and some additional features that make the park brake more convenient and useful.

The park brake is primarily intended to prevent the vehicle from rolling while parked. Before leaving the vehicle, make sure that the park brake is applied.

You can engage the park brake in two ways:

- Manually, by applying the park brake switch.
- Automatically, by the Auto Park Brake feature whenever the vehicle speed is below 1.25 mph (2 km/h) and the ignition switch is in the STOP/OFF position.

The park brake switch is located on the instrument panel to the right of the instrument cluster.



**Electric Park Brake Switch**

To apply the parking brake manually, pull and tilt the top of the switch away from the instrument panel momentarily. You may hear a mechanical sound while the parking brake operates; this is normal operating noise. Once the parking brake is fully engaged, the BRAKE warning lamp in the instrument cluster and an indicator on the switch will illuminate. The park

brake can be applied even when the ignition switch is OFF; however, it can only be released when the ignition switch is in the ON/RUN position.

**NOTE:**

The EPB fault lamp will illuminate if the EPB switch is held for longer than 20 seconds with a vehicle speed less than 1.25 mph (2 kph), or 60 seconds with a vehicle speed greater than 1.25 mph (2 kph), in either the released or applied position. The light will extinguish upon releasing the switch.

The park brake will automatically engage whenever the ignition switch is turned OFF and the vehicle speed is below 1.25 mph (2 km/h) via the Auto Park Brake feature.

The electric park brake will automatically release if the engine is on and all following conditions are met:

1. Driver's weight is detected on the driver's seat.

2. Driver's seat is locked in forward direction (if equipped with swivel seat).
3. Transmission is in forward or reverse gears.
4. The accelerator pedal is pressed.

Or

1. Driver's weight is detected on the driver's seat.
2. Driver's seat is locked in forward direction (if equipped with swivel seat).
3. Transmission is moved from NEUTRAL to DRIVE or REVERSE gears.
4. Brake pedal is pressed.
5. Vehicle is on a slope less than 5 percent.



To release the park brake manually, the ignition switch must be in the ON/RUN position. Put your foot on the brake pedal, then push the parking brake switch down momentarily. Once the park brake is fully disengaged, the BRAKE warning lamp in the instrument cluster and the LED indicator on the switch will extinguish.

If during drive away the driver pulls the EPB switch (apply position) the drive away is halted and EPB will be reapplied.

**NOTE:**

- When parking on a hill, it is important to turn the front wheels toward the curb on a down-hill grade and away from the curb on an uphill grade. The parking brake should always be applied whenever the driver is not in the vehicle.

- The Electronic Park Brake system communicates with the Driver Presence Detection sensor installed in the driver seat. The use of seat covers or seat accessories could prevent the Electronic Park Brake system from working properly and result in unintended vehicle movement.

If exceptional circumstances should make it necessary to engage the park brake while the vehicle is in motion, a buzzer repeats until the park brake switch is released or vehicle speed is below 1.25 mph (2 km/h).

To disengage the park brake while the vehicle is in motion, release the switch. If the vehicle is brought to a complete stop using the park brake, when the vehicle reaches approximately 1.25 mph (2 km/h) the parking brake will remain engaged.

In the unlikely event of a malfunction of the Electric Park Brake system, a yellow triangle EPB fault lamp will illuminate. In this status, some EPB functionality may be deactivated, in this event, urgent service of the electric park brake system is required. Do not rely on the parking brake to hold the vehicle stationary,

wheel chocks, or other mechanical securing of the vehicle is required to prevent rolling.

**Loss Of Electric Power**

If electric power is not available and the EPB must be released for towing the vehicle, the EPB can be mechanically released by use of an Allen wrench. EPB mechanical release should only be performed by qualified service personnel and only when the vehicle is secured from rolling.

For further information, and applicable warnings and cautions, please refer to the Diesel Supplement at [www.mopar.com/en-us/care/owners-manual.html](http://www.mopar.com/en-us/care/owners-manual.html) (U.S. Residents) or [www.owners.mopar.ca](http://www.owners.mopar.ca) (Canadian Residents).

## **AUTOMATED MANUAL TRANSMISSION**

### **— DIESEL ONLY**

Your new vehicle is equipped with an energy efficient Automated Manual Transmission (AMT). This transmission is a Conventional Six-Speed Manual Transmission with an electronically controlled hydraulic system that controls the clutch and gear shifting.

In forward gears, this transmission offers two modes of operation: Automatic (D) Mode – where the electronic system controls the gear shifts, and MANUAL (M) Mode – where the driver controls the transmission shifting by toggling the gear selector rearward or forward (+/-) to upshift or downshift.

As with any new technology, the transmission has some unique characteristics that may be unfamiliar. These include:

- The Automated Manual Transmission must be in NEUTRAL (N) to start the vehicle. Press and hold the brake pedal, then place the gear selector in NEUTRAL (N), before attempting to start the engine.
- To drive, press the brake pedal and start the engine, then move the gear selector from NEUTRAL (N) to the desired position.
- The actual transmission gear range (R, N, D, 1, 2, 3, 4, 5 or 6) is displayed in the instrument cluster display whenever the engine is running.
- When the key is turned OFF, the transmission remains in its previous gear position, regardless of the gear selector position.
- When the key is turned ON (engine off), the instrument cluster display may indicate the gear selector position rather than the actual transmission gear position.
- Engine torque is interrupted briefly during the transmission upshifts, making these shifts more abrupt than a typical automatic transmission. This is normal.
- Although transmission shifting is performed automatically, the vehicle will not "creep" when the brake pedal is released and may in fact roll backward on an incline. Leaving from a stop, the accelerator pedal must be pressed to transmit driving torque to the wheels.
- With the vehicle at a standstill and a gear engaged, keep the brake pedal pressed until you decide to drive away. Then release the brake and accelerate gradually.
- Do not use the accelerator to keep the vehicle at a standstill (for example, holding on a hill); the clutch could be damaged by overheating. Use the brake pedal instead and operate the accelerator only when you are ready to drive away.



- Do not press the brake and accelerator pedals at the same time. Use only one foot to operate the brake and accelerator. When starting on a hill, it may be helpful to engage the parking brake to hold the vehicle, and then release the parking brake as you accelerate from the stop.
- If the vehicle is moving, REVERSE engagement will only occur if the vehicle speed is less than 2 mph (3 km/h). Otherwise, a chime will sound, a "Shift not Allowed" message will appear in the instrument cluster display, and the transmission will shift to NEUTRAL. Return the gear selector to NEUTRAL, bring the vehicle to a complete stop, and then shift to REVERSE.
- During closed-throttle decelerations in MANUAL (M) mode, the transmission will shift down through the gears automatically (to prevent engine lugging), coming to first gear at a stop. After a stop, the driver should manually upshift (+) the transmission as the vehicle is accelerated.
- Very aggressive driving may result in some clutch odor. A warning message will appear in the instrument cluster display if cool down actions are needed.
- Like a manual transmission, mechanical sounds may be heard under normal operating conditions. You may also notice a hydraulic pump running occasionally, even before starting the engine. This is normal and will not damage the vehicle.
- Never leave your vehicle with the transmission in NEUTRAL (N). Always place your vehicle in gear when leaving the vehicle. It is essential to wait until the gear engaged appears in the display before turning the engine off and releasing the brake pedal. Always remember to set the parking brake when leaving the vehicle.

For further information, and applicable warnings and cautions, please refer to the Diesel Supplement at [www.mopar.com/en-us/care/owners-manual.html](http://www.mopar.com/en-us/care/owners-manual.html) (U.S. Residents) or [www.owners.mopar.ca](http://www.owners.mopar.ca) (Canadian Residents).

## INTERIOR BULB REPLACEMENT

For proper interior bulb replacement procedures, refer to "Bulb Replacement" in "In Case Of Emergency" located in the Owner's Manual at [www.mopar.com/en-us/care/owners-manual.html](http://www.mopar.com/en-us/care/owners-manual.html) (U.S. Residents) or [www.owners.mopar.ca](http://www.owners.mopar.ca) (Canadian Residents).



# JACKING AND TIRE CHANGING

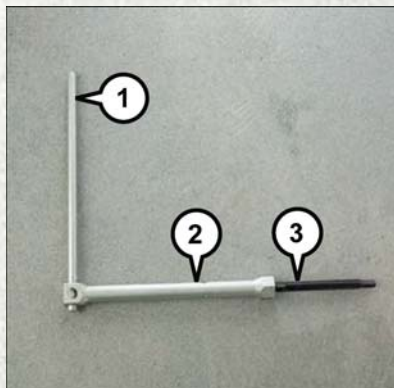
## WINCH OPERATION

### Removing The Spare Tire

1. Remove the spare tire before attempting to jack up the vehicle. Attach the lug bolt adapter to the winch extension and insert it into the winch mechanism.



Winch Location



Jack Tools

- 1 — Wrench Handle
- 2 — Lug Bolt Adapter
- 3 — Winch Extension

The winch mechanism is located under the rear of the vehicle to the right of the spare tire.



Winch Location

2. Rotate the wheel wrench handle counter-clockwise until the spare tire is on the ground with enough cable slack to allow you to pull it out from under the vehicle.



**Winch Extension**

**NOTE:**

The winch mechanism is designed for use with the winch extension tube only. Use of an air wrench or other power tools is not recommended and can damage the winch.

3. Pull the spare tire out from under the vehicle to gain access to the spare tire retainer.



**Lowering Spare Tire**



**Spare Tire**

4. Lift the spare tire with one hand to give clearance to tilt the retainer at the end of the cable.
5. Pull the retainer through the center of the wheel.

# JUMP STARTING



Retainer

## NOTE:

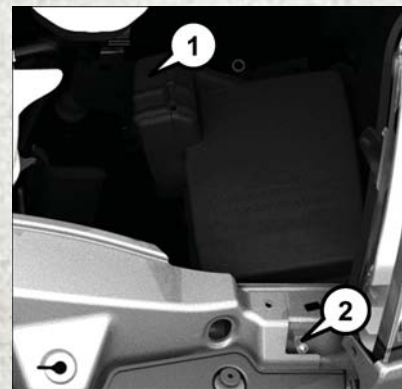
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## JUMP STARTING PROCEDURES

The vehicle's jump starting remote posts are located under the hood, in the engine compartment on the driver's side.

## NOTE:

If access to the battery is needed, an access panel on the driver's side floor will allow for battery access.



Remote Battery Posts

- 1 — Remote Positive (+) Jump Starting Post
  - 2 — Remote Negative (-) Jump Starting Post
-



### Connecting The Jumper Cables

1. Connect the positive (+) end of the jumper cable to the remote positive (+) post of the discharged vehicle.

#### NOTE:

The remote positive (+) post is located in the engine compartment on the driver's side under the cover of the Front Power Distribution Center.

2. Connect the opposite end of the positive (+) jumper cable to the positive (+) post of the booster battery.
3. Connect the negative end (-) of the jumper cable to the negative (-) post of the booster battery.
4. Connect the opposite end of the negative (-) jumper cable to the remote negative (-) post of the discharged vehicle.

#### NOTE:

The remote negative (-) post is located in the front of the engine compartment on the driver's side.

5. Start the engine in the vehicle that has the booster battery. Let the engine idle a few minutes and then start the engine in the vehicle with the discharged battery.
6. Once the engine is started, disconnect the jumper cables in the reverse sequence:

### Disconnecting The Jumper Cables

1. Disconnect the negative end (-) of the jumper cable from the remote negative (-) post of the vehicle with the discharged battery.
2. Disconnect the opposite end of the negative (-) jumper cable from the negative (-) post of the booster battery.
3. Disconnect the positive end (+) of the jumper cable from the positive (+) post of the booster battery.

4. Disconnect the opposite end of the positive (+) jumper cable from the remote positive (+) post of the discharged vehicle.
5. Close the cover of the Front Power Distribution Center.

#### NOTE:

If frequent jump starting is required to start your vehicle, you should have the battery and charging system inspected at your authorized dealer. Use the provided remote battery posts provide to prevent any damage to your vehicle.

For further information, and applicable warnings and cautions, please refer to the Owner's Manual at [www.mopar.com/en-us/care/owners-manual.html](http://www.mopar.com/en-us/care/owners-manual.html) (U.S. Residents) or [www.owners.mopar.ca](http://www.owners.mopar.ca) (Canadian Residents).

# RAM TOOL BOX MOBILE APP

## NOTE:

The Owner's Mobile App content is applicable to vehicles sold in the U.S. market and are not available from the Canadian App Store or Google Play Store.

## KEY FEATURES

- Owner Information For Your Vehicle
- Accident Assistant
- Online Service Scheduling
- Roadside Assistance
- Maintenance History
- And More

To get this FREE application, go directly to the App Store or Google Play Store and enter the search keyword "RAM TOOLBOX".

The RAM TOOLBOX Application is the essential app for owners of Ram brand vehicles. The app puts driver and lifestyle information right in the palm of your hand, anywhere you go. Whether it's providing information about specific product features, taking a tour through your vehicle's equipment, staying up to date on your

vehicle's health, knowing what steps to take following an accident, or scheduling your next appointment, we know you'll find the app an important extension of your Ram vehicle. Simply download the FREE app, select your make and model and enjoy the ride.

## FEATURES/BENEFITS

- Available for free on iOS and Android smartphones and tablets.
- Select Ram brand vehicles from model year 2011 to current model year.
- You can also add other Chrysler, Dodge, Jeep, FIAT, or Alfa Romeo vehicles.\*
- Easy access to vehicle information anywhere you go using categories, bookmarks, search and an A-Z index.
- Vehicle information such as operating instructions, maintenance, service history, vehicle controls and emergency procedures.
- Find a dealer or an FCA-certified repair facility.
- Easily document and email an accident report.

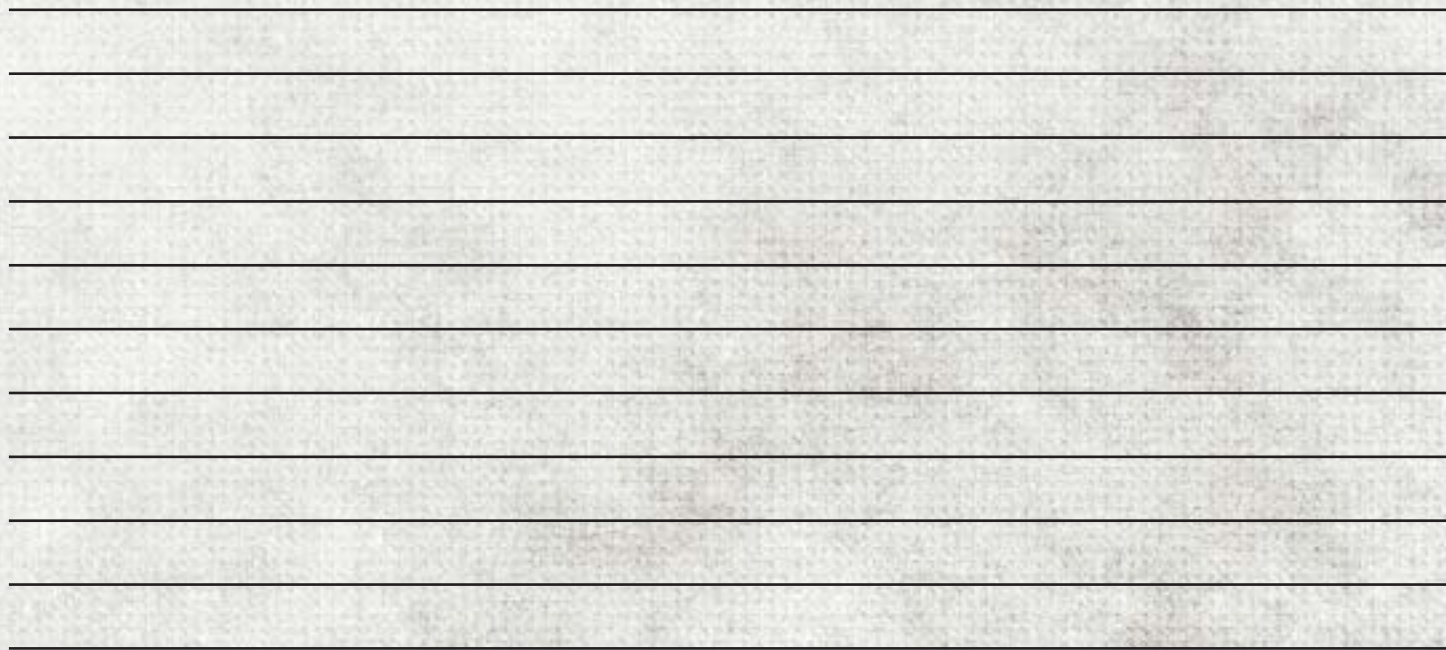
- A parking reminder that allows you to drop a pin on your location and navigate back to your vehicle.
- Contact customer care with one click.
- Access to vehicle heritage, parts, accessories, and social media networks.
- Schedule your next service appointment.
- Available in English and Spanish.

\*App supports selected vehicles from model year 2011 to present.

To get this FREE application, go directly to the App Store or Google Play Store and enter the search keyword "RAM TOOLBOX".













WHETHER IT'S PROVIDING INFORMATION ABOUT SPECIFIC PRODUCT FEATURES, TAKING A TOUR THROUGH YOUR VEHICLE'S HERITAGE, KNOWING WHAT STEPS TO TAKE FOLLOWING AN ACCIDENT, OR SCHEDULING YOUR NEXT APPOINTMENT, WE KNOW YOU'LL FIND THE APP AN IMPORTANT EXTENSION OF YOUR RAM VEHICLE. SIMPLY DOWNLOAD THE APP, SELECT YOUR MAKE AND MODEL AND ENJOY THE RIDE. TO GET THIS APP, GO DIRECTLY TO THE APP STORE OR GOOGLE PLAY AND ENTER THE SEARCH KEYWORD "RAM TOOLBOX" (U.S. RESIDENTS ONLY).

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GET WARRANTY AND OTHER INFORMATION ONLINE – YOU CAN REVIEW AND PRINT OR DOWNLOAD A COPY OF THE OWNER'S MANUAL, NAVIGATION/UCONNECT MANUALS AND THE LIMITED WARRANTIES PROVIDED BY FCA US LLC FOR YOUR VEHICLE BY VISITING WWW.MOPAR.COM (U.S.) OR WWW.OWNERS.MOPAR.CA (CANADA). CLICK ON THE APPLICABLE LINK IN THE "POPULAR TOPICS" AREA OF THE WWW.MOPAR.COM (U.S.) OR WWW.OWNERS.MOPAR.CA (CANADA) HOMEPAGE AND FOLLOW THE INSTRUCTIONS TO SELECT THE APPLICABLE YEAR, MAKE AND MODEL OF YOUR VEHICLE.

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